



# Top Citizen Request Report

Report Range: 5/1/2011 - 5/31/2011



Thomas M. Menino, Mayor

Mayor Menino believes that government is about helping people. A core part of this focus is an attention to basic quality of life issues. This includes responding to citizen requests for City services such as filling potholes, removing graffiti, and ensuring that city streets are clean, safe and well-lit.

This report outlines the top requests the City has received through the Mayor's Hotline, Citizens Connect mobile applications, and online. It provides City managers with an up-to-date understanding of the concerns of citizens and the actions the City is taking to address them.

## Public Works Department

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Schedule a Bulk Item Pickup	1900	2 biz days	0.8	97.7%
Missed Trash/Recycling/Yard Waste/Bulk Item	441	2 biz days	1.0	98.9%
Street Light Outages	402	10 biz days	22.0	61.2%
Request for Recycling Cart	386	20 biz days	59.9	60.4%
Request for Pothole Repair	297	2 biz days	2.9	77.1%
Highway Maintenance	249	N/A	15.7	N/A
Recycling Sticker Request	168	2 biz days	1.7	93.5%
Sidewalk Repair (Make Safe)	134	2 biz days	5.1	67.4%
Pick up Dead Animal	105	1 biz days	0.3	97.1%
Roadway Repair	41	N/A	11.6	N/A

## Inspectional Services Department - Code Enforcement Division

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Improper Storage of Trash (Barrels)	145	2 biz days	2.1	90.4%
Poor Conditions of Property	71	3 biz days	1.9	98.4%
Illegal Dumping	64	1 biz days	2.5	56.9%
Illegal Posting of Signs	9	1 biz days	1.6	77.8%
Parking on Front/Back Yards (Illegal Parking)	6	3 biz days	2.3	100.0%

## Property and Construction Management

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Grffiti Removal	156	45 biz days	10.5	95.9%



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## Parks Department

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Park Maintenance Requests	374	5 biz days	12.7	66.5%
Tree Maintenance Requests	364	545 cal days	156.4	92.3%
New Tree Requests	64	720 cal days	233.5	83.4%
Tree Emergencies	48	1 biz days	39.9	78.4%
Parks Lighting Issues	22	7 biz days	5.8	83.3%

## Boston Transportation Department

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Abandoned Vehicles	153	20 biz days	7.4	100.0%
Traffic Signal Repair	135	1 biz days	2.1	82.7%
Pavement Marking Maintenance	93	90 cal days	47.7	100.0%
New Sign, Crosswalk or Pavement Marking	88	45 cal days	13.0	96.8%
Parking Enforcement	57	2 biz days	1.5	98.3%

### Column Definitions:

- Service Request: The type of service requested
- # of SR's: The number of service requests received during the reporting period
- Expected Days to Close Case: The timeframe the City expects it should take to close cases of this type
- Average Days to Close Case: The average number of days it took to close cases of this type during the period
- % of SR's Meeting Expectation: The percentage of service requests during the reporting period which were closed under the expected number of days of days

### Please Note:

Not all requests for service are covered in this report. The list above only reflects the requests received through the CRM system for "basic city services" departments. While these departments receive a wide variety of daily requests, only the most frequent request types are listed. Additionally, multiple calls can be made for the same instance of work. For example, three individuals may report the same pothole before it is repaired. For this reason, the number of constituent requests for service is not a reliable measure of the total work done by the City.

For some service requests the expected days to close column is marked as "N/A." Specific goals are not available for these service requests types due to the complexity of the process for resolving these cases and/or the wide variation between individual cases of this type. However, City officials consistently monitor these case types along with all others to ensure the timely delivery of services.

For help with any service or question, call 617-635-4500 or visit [www.cityofboston.gov/mayor/24](http://www.cityofboston.gov/mayor/24).